

**SECTION  
II**

## **THE SAFETY NET TEAM**

The Health Care Safety Net Administration (HCSNA) is a newly created division under the DC Department of Health. As with any new venture, there were obstacles to be overcome while enjoying successes. In the first year of its operations, a contractor was used to staff the office until the entire staff recruitment had been completed. Mercer Government Human Services Consulting (Mercer) was contracted to provide this critical expertise. However, as HCSNA moves into its second year of operations, we have taken giant steps toward becoming a fully staffed administrative unit. To accomplish our goals, four new offices have been created.

### **The Office of the Deputy Director**

The Office of the Deputy Director provides overall program leadership and policy direction to HCSNA and the Alliance. This office is responsible for the strategic direction of HCSNA and also coordinates policy direction between various departments, offices, and other non-governmental organizations. In addition, the office oversees the budget for HCSNA, the Alliance Contract, and the DC General Campus, and also makes decisions regarding legal issues.

### **The Office on Quality Assurance and Improvement**

The Office on Quality Assurance and Improvement provides direction on ensuring and improving the quality of healthcare provided through the Alliance contract. The office also develops policy and establishes protocols for the provision of care in the new healthcare delivery system. This office will also monitor and oversee the utilization of services, disease management, and disease care management

systems. The Office on Quality Care maintains the Medical Records Division.

### **The Office on Community Health Systems**

The Office on Community Health Systems provides direction towards creating an integrated healthcare delivery system, with special emphasis on access to care, management of information systems, standardization of data, reporting across the network, and improving provider, member, and other stakeholder satisfaction. This office monitors as well as provides oversight on key integration elements.

### **The Office on Financial Management**

The Office of Financial Management provides direction on cost containment measures for the HCSNA. The Office develops policy and procedures to ensure appropriate spending levels. This includes procedures to review claims/invoices and monitor the Medicaid match process. The Office also oversees the financial reconciliation process.

The HCSNA Organizational Chart is provided on the following page. Following this chart, Section III of the report addresses the outcomes of the HCSNA strategic planning process.

## Healthcare Safety Net Administration Organizational Chart

### Office of Deputy Director

